

Disposition of  
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH OF ILLINOIS	40,388	1,437	30	2	1	0	0	1
CIGNA HEALTHCARE OF ILLINOIS INC	944	207	4	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	142	19	0	0	0	0	0	0
GROUP HEALTH PLAN INC	21,133	3	0	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	134,169	581	29	15	4	0	0	11
HEALTH ALLIANCE MIDWEST INC	466	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	661,860	480	194	0	0	0	0	0
HMO MISSOURI INC	0	26	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	50,303	132	10	0	0	0	0	0
HUMANA HEALTH PLAN INC	86,340	506	33	2	0	0	0	2
MEDICAL ASSOCIATES HEALTH PLAN INC	3,177	18	1	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	723	59	0	0	0	0	0	0
NEVADACARE INC	18	0	0	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	45,041	713	29	50	1	3	0	46
UNICARE HEALTH PLANS OF THE MIDWEST IN	90,743	422	49	6	1	0	0	5
UNION HEALTH SERVICE INC	2,222	31	0	7	4	0	0	3
UNITED HEALTHCARE OF ILLINOIS INC	23,192	80	16	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST INC	8,980	11	0	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	11,142	68	8	3	0	0	0	3
<b>TOTALS</b>	<b>1,180,98</b>	<b>4,793</b>	<b>403</b>	<b>85</b>	<b>11</b>	<b>3</b>	<b>0</b>	<b>71</b>

As of: December 31, 2008

Source: Illinois Department of Insurance

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